

## **RADIO DISPATCHER**

### *Class Definition*

Under supervision, operates radio communication equipment to dispatch appropriate mobile units in accordance with departmental procedures.

### *Distinguishing Characteristics*

Radio Dispatcher is a working level class in which incumbents operate a two-way base station radio. Incumbents take information and direct department employees in the field to locations as required, take emergency radio calls from department members and non-emergency telephone calls from users of the department's service, and perform typing or data entry duties. This class is distinguished from Emergency Services Dispatcher in the Police Department in that incumbents of the latter receive emergency calls from the general public and operate multi-channel radios to dispatch public safety units.

### *Typical Tasks*

(An incumbent may not be assigned all duties listed, nor do the examples cover all duties which may be assigned.)

Operates transmitting and receiving radio communication equipment.

Transmits instructions to, and receives messages from, mobile field staff.

Receives complaints, information, and service request calls from the public and obtains needed data to be forwarded to supervisors, field units, or the record system.

Determines eligibility of caller for service.

Maintains a log of telephone and radio activity.

Performs routine clerical office work such as typing, filing, record keeping, and computer data entry.

Performs related duties as required.

### *Knowledge, Abilities, and Skills*

Knowledge of the geography of the city of Fresno and the metropolitan area.

Knowledge of office methods and procedures.

Ability to follow oral and written instructions.

Ability to respond to public inquiries, complaints, and requests for service in a tactful, effective manner.

Ability to analyze a situation and take action appropriate with department policy.

Ability to enunciate well, spell correctly, and use proper grammar.

Ability to operate transmitting and receiving radio communications equipment.

Ability to record data accurately.

Ability to type accurately at a speed necessary for timely completion of assigned duties.

*Minimum Qualifications*

One year of experience in radio communication, which included answering telephones, and general office work.

APPROVED: \_\_\_\_\_

Director of Administrative Services

DATE: \_\_\_\_\_

MR/LD/djs/09/21/92

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